



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Office of Human Resources Assistant

Job Code Title

Administrative Assistant

Pay Band

4a

Job Code Number

436114

Director's Office

Office of Human Resources and
Organizational Development

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Director's Office supports the agency's Director and is composed of five work units: Legal Services Office; Office of Tax Policy and Research; Office of Human Resources and Organizational Development (HR); Office of Taxpayer Assistance; and the Executive Office. The Office of Human Resources is responsible for a variety of human resources duties including organizational and workforce development, employee and labor relations, staffing, employment law, performance management, compensation, and training and development.

Job Responsibilities

The HR Assistant provides administrative support as well as specialized services in support of human resources and organizational development operations and programs. The position reports to the Human Resources Manager and does not directly supervise other staff.

• Training Coordination, Development and Support 40%

1. Assists the training specialist in classroom instruction by providing one-on-one instruction to participants. For example, in some computer classes, this position will be responsible for assisting participants with working through exercises along with the training specialist.
2. Conducts consistent training in beginning level courses using an established curriculum and pre-arranged training materials.
3. Works with training specialist to evaluate the need for additional training topics and materials. Uses surveys and other data gathering techniques to determine ongoing training needs of the department's managers and employees.
4. Creates training handouts, evaluations, and other materials for the support of successful training events.
5. Supports the training specialist in the development of training modules that are available online for department staff.
6. Oversees coordination of training activities such as scheduling trainings, managing the training spreadsheet, creating training certificates, developing training manuals, and updating the training calendar.

- **Human Resource Program Support 25%**

1. Designs, formats, and types various documents in draft and final form such as training manuals, handouts, checklists, packets, logs, and other technical assistance tools for human resource staff. Creates electronic presentation materials using appropriate software programs. Proofreads and edits documents.
2. Plans and coordinates various meetings, conferences, and events to ensure effective information exchange among department staff and to promote HR objectives. Promotes attendance and participation by issuing notifications and invitations. Ensures the cost-effectiveness of event planning and implementation. Participates in committees as necessary to coordinate details, develop agendas, and assist with on-site activities.
3. Evaluates and provides recommendations to the Human Resources Manager on ways to improve the efficiency of clerical and technical processes in the office. Documents current unwritten practices and policies for the operation of the office and related activities to ensure efficiency. Assesses current practices, gathers and compiles input from stakeholders, and documents the information in concise written office policies and procedures.
4. Conducts various data gathering interviews and surveys with department staff. Interviews may consist of, but are not limited to, exit interviews, internal transfer surveys, and on-boarding meetings. Records the information gathered and makes recommendations to supervisor based on summaries of reports.
5. Assists in training employees and managers on the performance review system. Creates training materials and answers questions regarding the program. Works with others in office to maintain compliance throughout the department on timely completion of reviews.
6. Maintains HR's portion of the intranet. Ensures that all information is up to date and current. Communicates with other office personnel when there is a need for updated documents, forms, or other information for the site.
7. Prepares correspondence for HR staff when requested; processes incoming and outgoing mail; and prepares photocopies.

- **Administrative Services 25%**

1. Provides customer service to office staff, agency representatives, members of the public, and other visitors to ensure courteous and efficient responses to inquiries and requests for assistance. Researches and compiles general program information. Ensures consistent messaging on policies, procedures, and statutes. Coordinates with other program staff and managers as necessary to respond to unusual or specialized requests.
2. Writes, transcribes, and edits a variety of training materials, correspondence, informational materials, and other documents to ensure accuracy and completeness of language and format. Prepares routine communications as well as technical materials, formal reports, mass mailings, and other specialized documents. Coordinates document reviews, revisions, and signatures; reproduction; and dissemination as requested.
3. Compiles and produces statistical and narrative reports, spreadsheets, and other technical documents to provide accurate, complete, and accessible references (administrative rules, legislative materials). This typically involves the application of specialized word processing and spreadsheet functions (tables, columns, graphs, formulas), formats, and production specifications.
4. Establishes and maintains electronic and manual records systems (databases, folder files) to ensure the accuracy, accessibility, and security of information by compiling and storing relevant data. Establishes new databases or files, maintains data with current information, and provides records as requested. Coordinates records retention and disposal procedures to ensure compliance with applicable requirements.
5. Develops and maintains various forms, templates, references, and other documents to provide complete and concise tools for recording, tracking, and reporting operational and program information. This may include receiving, reviewing, and compiling standardized forms such as surveys, applications, orders, online requests, and others.

6. Schedules meetings, conferences, training sessions, and other events to organize and confirm locations, schedules, presenters, equipment/materials, accommodations, and other logistics. Coordinates with program managers and staff, vendors, presenters, community members, and others to coordinate event proceedings.
7. Manages training supplies and equipment inventories by identifying needs, preparing supply orders, and maintaining supplies according to established purchasing and requisition policies and procedures. Continually monitors office inventories, identifies immediate needs, and anticipates future needs, orders necessary supplies and equipment, and tracks purchasing records to ensure the timely delivery of supplies.

- **Other Duties as Assigned 10%**

1. This position performs a variety of other duties as assigned by the supervisor.

Job Requirements

To perform successfully as an OHR assistant, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Requires considerable skills in multi-tasking; attention to details; accuracy; managing multiple priorities under tight deadlines; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; compiling and analyzing data from multiple sources; following written and oral directions and instructions; researching data to identify and resolve a wide variety of problems and issues; and word processing, spreadsheet, and database applications. The incumbent is required to exercise discretion and judgment in handling confidential and sensitive information.

This position requires knowledge of administrative and clerical procedures and systems; training support, business communications; records management; customer service standards; and word processing, spreadsheet, and database software.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a high school diploma or GED and three years of job-related work experience.
 - Work experience should be made up of training, clerical, human resource support, office support, use of software to produce documents, and creation of reports and presentations.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect**: As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity**: Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity**: Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork**: Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. The position has considerable mental stress and pressure due to issues, workload, controversial or adversarial situations, and conflicting priorities. There are cyclical periods of high stress working under pressure of critical projects with hard deadlines. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. May spend considerable time on the phone. Lifting is moderate, up to 25 pounds, to transport and set up class materials and includes carrying boxes and training items. Work hours may exceed 40 hours per week from time to time. Providing training in outlying areas may require overnight travel. A valid Montana driver's license is required. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Human Resource Manager Review: The statements in this job profile are accurate and complete.

Signature: James Fehr, Human Resources Manager

Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resource Director

Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____